



NEW APPLICATION

ORIGINAL



0000105033

VIA OVERNIGHT MAIL

Arizona Corporation Commission

DOCKETED

NOV 12 2009

DOCKETED BY

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Docket Control Center
Arizona Corporation Commission
1200 W. Washington Street
Phoenix, Arizona 85007-2927

2009 NOV 12 P 3:51

RECEIVED
DOCKET CONTROL

RE: Local Tariff Revision for Access Point, Inc.

Dear Sir/Madame:

T-03446A-09-0519

Enclosed for filing please find the original and thirteen (13) copies of the revised pages for Arizona Tariff No. 3 (Local Tariff) submitted on behalf of Access Point, Inc. This revision introduces QPoint, QPoint PBX, QPoint Centrex, SinglePoint, PrimaryAccess, VPoint, VPoint PBX, VPoint Centrex, Local Exchange descriptions, and Miscellaneous Charges; provide text edits. The Company respectfully requests an effective date for this filing of December 10, 2009.

The following pages are included with this filing:

Preface, 1 st Revised Page 2	Updates Check Sheet
Preface, 1 st Revised Page 3	Updates Check Sheet
Preface, Original Page 3.1	Updates Check Sheet
Preface, 1 st Revised Page 5	<i>Updates the company's zip code</i>
Section 2, 1 st Revised Page 21	<i>Relocates various text for Billing and Collection of Charges</i>
Section 2, Original Page 21.1	<i>Relocates various text for Billing and Collection of Charges; provides text edits</i>
Section 2, 1 st Revised Page 22	<i>Deletes Deposit language</i>
Section 2, 1 st Revised Pages 23-24	<i>Deletes Deposit and Advance Payment Language</i>
Section 2, 1 st Revised Page 39	<i>Introduces Expiration of Term Plan Options</i>
Section 3, 1 st Revised Page 1	<i>Introduces Verizon as an ILEC Service Area</i>
Section 3, Original Pages 2-5	<i>Introduces Qwest Exchanges</i>
Section 3, Original Page 6	<i>Introduces Verizon Exchanges</i>
Section 4, Original Pages 4-6	<i>Introduces QPoint Language and Maximum Rates</i>
Section 4, Original Pages 7-10	<i>Introduces QPoint PBX Language and Maximum Rates</i>
Section 4, Original Pages 11-13	<i>Introduces QPoint Centrex Language and Maximum Rates</i>
Section 4, Original Pages 14-16	<i>Introduces SinglePoint Language and Maximum Rates</i>
Section 4, Original Pages 17-20	<i>Introduces PrimaryAccess Language and Maximum Rates</i>
Section 4, Original Pages 21-23	<i>Introduces VPoint Language and Maximum Rates</i>
Section 4, Original Pages 24-26	<i>Introduces VPoint PBX Language and Maximum Rates</i>
Section 4, Original Pages 27-29	<i>Introduces VPoint Centrex Language and Maximum Rates</i>
Section 5, 1 st Revised Page 1	<i>Deletes Service Changes and Charges Maximum Rates; introduces Directory Listing Service Language</i>
Section 5, Original Pages 2-4	<i>Introduces Directory Listing Service Language and Maximum Rates</i>
Section 5, Original Pages 5-7	<i>Introduces Directory Assistance Services Language and Maximum Rates</i>

Section 5, Original Page 8	<i>Introduces Restoration of Service</i>
Section 5, Original Page 9	<i>Introduces Public Telephone Surcharge</i>
Section 5, Original Pages 10-15	<i>Introduces Optional Calling Features</i>
Section 5, Original Pages 16-17	<i>Introduces Local Operator Service</i>
Section 5, Original Page 18	<i>Introduces Busy Line Verification and Emergency Interrupt Service</i>
Section 5, Original Pages 19-21	<i>Introduces Carrier Presubscription</i>
Section 5, Original Page 22	<i>Introduces Term Liability/Termination Charges and Account Maintenance Fee</i>
Section 5, Original Page 23	<i>Introduces Credit Card Convenience Fee and Temporary Service Suspension Fee</i>
Section 5, Original Page 25	<i>Introduces Custom Billing Reports</i>
Section 5, Original Pages 26-27	<i>Introduces POTS Service Miscellaneous Charges</i>
Section 5, Original Pages 28-29	<i>Introduces T-1 Service Miscellaneous Charges</i>
Section 5, Original Pages 30-31	<i>Introduces Common Miscellaneous Charges</i>
Section 6, 1 st Revised Page 1	<i>Deletes Service Changes and Charges</i>
Section 6, Original Pages 2-3	<i>Introduces QPoint Current Rates</i>
Section 6, Original Pages 4-5	<i>Introduces QPoint PBX Current Rates</i>
Section 6, Original Pages 6-7	<i>Introduces QPoint Centrex Current Rates</i>
Section 6, Original Pages 8-9	<i>Introduces SinglePoint Current Rates</i>
Section 6, Original Pages 10-12	<i>Introduces PrimaryAccess Current Rates</i>
Section 6, Original Pages 13-14	<i>Introduces VPoint Current Rates</i>
Section 6, Original Pages 15-16	<i>Introduces VPoint PBX Current Rates</i>
Section 6, Original Pages 17-18	<i>Introduces VPoint Centrex Current Rates</i>
Section 6, Original Page 19	<i>Introduces Directory Listings and Directory Assistance Current Rates</i>
Section 6, Original Page 20	<i>Introduces Public Telephone Surcharge, Public Telephone Surcharge, Local Operator Service and Busy Line Verification and Emergency Interrupt Service Current Rate; increases Restoration of Service Current Rate</i>
Section 6, Original Page 21	<i>Introduces Carrier Presubscription, Credit Card Convenience Fee and Temporary Service Suspension Current Rates</i>
Section 6, Original Page 22	<i>Introduces Custom Billing Report Current Rates</i>
Section 6, Original Pages 23-24	<i>Introduces POTS Miscellaneous Current Rates</i>
Section 6, Original Pages 25-26	<i>Introduces T-1 Service Miscellaneous Current Rates</i>
Section 6, Original Page 27	<i>Introduces Common Current Rates</i>

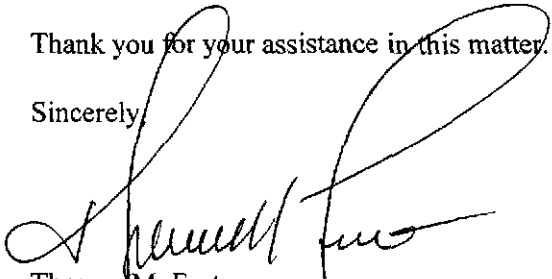
Docket Control Center
Arizona Corporation Commission
Page 3 of 3
November 9, 2009

Please acknowledge receipt of this filing by date stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided.

Any questions you may have regarding this filing may be directed to me at 407-740-3001 or via email to tforte@tminc.com.

Thank you for your assistance in this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Thomas M. Forte', written over the word 'Sincerely,'.

Thomas M. Forte
Consultant to Access Point, Inc.

Enclosures
TMF/rg

cc: J. Brown - Access Point (e-mail only)
file: Access Point - AZ - Local
tms: AZ10903

CHECK SHEET

Pages of this tariff are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

Section	Page Title	Revision		Section	Page	Revision	
		Original		2	17	Original	
				2	18	Original	
Preface	1	Original		2	19	Original	
Preface	2	1 st Rev.	*	2	20	Original	
Preface	3	1 st Rev.	*	2	21	1 st Rev.	*
Preface	3.1	Original	*	2	21.1	Original	*
Preface	4	Original		2	22	1 st Rev.	*
Preface	5	1 st Rev.	*	2	23	1 st Rev.	*
Preface	6	Original		2	24	1 st Rev.	*
				2	25	Original	
1	1	Original		2	26	Original	
1	2	Original		2	27	Original	
1	3	Original		2	28	Original	
1	4	Original		2	29	Original	
1	5	Original		2	30	Original	
				2	31	Original	
2	1	Original		2	32	Original	
2	2	Original		2	33	Original	
2	3	Original		2	34	Original	
2	4	Original		2	35	Original	
2	5	Original		2	36	Original	
2	6	Original		2	37	Original	
2	7	Original		2	38	Original	
2	8	Original		2	39	1 st Rev.	*
2	9	Original					
2	10	Original		3	1	1 st Rev.	*
2	11	Original		3	2	Original	*
2	12	Original		3	3	Original	*
2	13	Original		3	4	Original	*
2	14	Original		3	5	Original	*
2	15	Original		3	6	Original	*
2	16	Original					

* - indicates those pages included with this filing.

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

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CHECK SHEET, (CONT'D.)

Section	Page	Revision		Section	Page	Revision	
4	1	Original		5	3	Original	*
4	2	Original		5	2	Original	*
4	3	Original		5	3	Original	*
4	4	Original	*	5	4	Original	*
4	5	Original	*	5	5	Original	*
4	6	Original	*	5	6	Original	*
4	7	Original	*	5	7	Original	*
4	8	Original	*	5	8	Original	*
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4	10	Original	*	5	10	Original	*
4	11	Original	*	5	11	Original	*
4	12	Original	*	5	12	Original	*
4	13	Original	*	5	13	Original	*
4	14	Original	*	5	14	Original	*
4	15	Original	*	5	15	Original	*
4	16	Original	*	5	16	Original	*
4	17	Original	*	5	17	Original	*
4	18	Original	*	5	18	Original	*
4	19	Original	*	5	19	Original	*
4	20	Original	*	5	20	Original	*
4	21	Original	*	5	21	Original	*
4	22	Original	*	5	22	Original	*
4	23	Original	*	5	23	Original	*
4	24	Original	*	5	24	Original	*
4	25	Original	*	5	25	Original	*
4	26	Original	*	5	26	Original	*
4	27	Original	*	5	27	Original	*
4	28	Original	*	5	28	Original	*
4	29	Original	*	5	29	Original	*
				5	30	Original	*
5	1	1 st Rev.	*	5	31	Original	*
5	2	Original	*				

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Issued: November 10, 2009

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CHECK SHEET, (CONT'D.)

Section	Page	Revision		Section	Page	Revision	
6	1	1 st Rev.	*	6	15	Original	*
6	2	Original	*	6	16	Original	*
6	3	Original	*	6	17	Original	*
6	4	Original	*	6	18	Original	*
6	5	Original	*	6	19	Original	*
6	6	Original	*	6	20	Original	*
6	7	Original	*	6	21	Original	*
6	8	Original	*	6	22	Original	*
6	9	Original	*	6	23	Original	*
6	10	Original	*	6	24	Original	*
6	11	Original	*	6	25	Original	*
6	12	Original	*	6	26	Original	*
6	13	Original	*	6	27	Original	*
6	14	Original	*				

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Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
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1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZI0903

APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate end-user local exchange communications services by Access Point, Inc., hereinafter referred to as the Company, to Customers within the state of Arizona. Services are furnished subject to the availability of facilities and subject to the terms and conditions set forth herein.

This tariff is on file with the Arizona Corporation Commission. In addition, this tariff is available for review at the main office of Access Point, Inc. at 1100 Crescent Green, Suite 109, Cary, North Carolina 27518.

(T)

Issued: November 10, 2009

Effective: December 10, 2009

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Jason Brown, Regulatory Affairs
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Cary, North Carolina 27518

AZI0903

SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**2.5 Payment Arrangements, (Cont'd.)****2.5.2 Billing and Collection of Charges, (Cont'd.)**

- (C) When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.
- (D) Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.

(M)

(M)

Certain material originally located on this Sheet can now be located on Sheet 21.1.

Issued: November 10, 2009

Effective: December 10, 2009

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AZI0903

SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.2 Billing and Collection of Charges, (Cont'd.)

- (E) If any portion of the payment is not received by the Company within 30 days of receipt of the bill, or if any portion of the payment is received by the Company in funds that are not immediately available, within fifteen (15) days of the mail date on the bill, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 1.5%. There is a minimum late payment fee of \$5 for Residential Accounts and \$10 for Business Accounts if the calculated late payment fee is below these thresholds once an invoice is past due. A late payment charge is not applicable to subsequent rebilling of any amount to which a late payment charge has already been applied. (T) (M)
- (F) The Customer will be assessed a *maximum* charge of thirty-five (\$35.00) will be assessed for any check or other form of payment returned by the drawee bank or other financial institution for insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or financial institution. If a Customer who has received a notice of discontinuance pays its bill with a check that is subsequently dishonored, the account status shall remain unpaid and the Company is not required to issue any additional notice before disconnecting service. (T)
- (G) If service is disconnected by the Company in accordance with Section 2.6 following and later restored, restoration of service will be subject to all applicable installation charges. (M)

Issued: November 10, 2009

Effective: December 10, 2009

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.3 Disputed Bills

- (A) In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Company shall require the Customer to pay the undisputed portion of the bill to avoid discontinuance of service for non-payment. The Customer must submit a documented claim for the disputed amount. The Customer will submit all documentation as may reasonably be required to support the claim. All claims must be submitted to the Company within 90 days of receipt of billing for those services. If the Customer does not submit a claim as stated above, the Customer waives all rights to filing a claim thereafter.
- (B) Unless disputed the invoice shall be deemed to be correct and payable in full by the Customer. If the Customer is unable to resolve any dispute with the Company, then the Customer may file a complaint with the Arizona Corporation Commission, 1200 West Washington Street, Phoenix, Arizona 85007.
- (C) If the dispute is resolved in favor of the Customer and the Customer has withheld the disputed amount, no interest, credits or penalties will apply.

(D)

(D)

Issued: November 10, 2009

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

(D)

(D)

Issued: November 10, 2009

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

(D)

(D)

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SECTION 2 – RULES AND REGULATIONS, (CONT'D.)

2.16 Miscellaneous Provisions

2.16.1 Telephone Number Changes

Whenever any Customer telephone number is changed after a directory is published, the Company shall intercept all calls to the former number and give the calling party the new number provided existing central office equipment will permit, and the Customer so desires.

When service in an existing location is continued for a new Customer, the existing telephone number may be retained by the new Customer only if the former Customer consents in writing, and if all charges against the account are paid or assumed by the new Customer.

2.16.2 Maintenance and Operations Records

Records of various tests and inspections, to include non-routine corrective maintenance actions or monthly traffic analysis summaries for network administration, necessary for the purposes of the Company or to fulfill the requirements of Commission rules shall be kept on file in the office of the Company as required under Commission rules.

2.17 Expiration of Term Plan Options

At the expiration of the initial term as specified in a Customer Specific Term Plan, or in any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party in accordance with the agreement terms. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and *this tariff prior to termination*. The rights and obligations which by their nature extend beyond the termination of the term plan shall survive such termination.

$$\begin{array}{c} \text{(N)} \\ | \\ \text{---} \\ | \\ \text{(N)} \end{array}$$

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SECTION 3 - SERVICE AREAS

3.1 Exchange Service Areas

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Incumbent LECs:

- 1) Qwest Corporation
- 2) Verizon

(N)

Issued: November 10, 2009

Effective: December 10, 2009

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SECTION 3 - SERVICE AREAS, (CONT'D.)**3.1 Exchange Service Areas, (Cont'd.)**

(N)

3.1.1 Qwest Exchanges

<u>Exchange</u>	<u>Zone</u>	<u>Exchange Area/Local Calling Area</u>
Ash Fork	3	Ash Fork, Cameron, Flagstaff, Munds Park, Williams
Benson	3	Benson, Tucson
Bisbee	3	Bisbee, Douglas, Sierra Vista, Tombstone, Elfrida
Cameron	3	Cameron, Ash Fork, Flagstaff, Munds Park, Williams
Camp Verde	3	Camp Verde, Cottonwood, Sedona
Casa Grande	3	Casa Grande, Coolidge, Eloy, Florence, Maricopa
Chino Valley	3	Chino Valley, Humboldt, Prescott, Millsite
Coolidge	3	Coolidge, Casa Grande, Eloy, Florence, Maricopa
Coronado	3	Coronado, Green Valley, Marana, Robles, Tubac, Tucson, Vail
Cottonwood	3	Cottonwood, Camp Verde, Sedona
Douglas	3	Douglas, Bisbee, Sierra Vista, Tombstone, Elfrida
Eloy	3	Eloy, Casa Grande, Coolidge, Florence, Maricopa
Flagstaff	3	Flagstaff, Ash Fork, Cameron, Munds Park, Williams
Florence	3	Florence, Casa Grande, Coolidge, Eloy, Maricopa
Gila Bend	3	Buckeye, Gila Bend
Globe	3	Globe, Miami, San Carlos

(N)

Issued: November 10, 2009

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SECTION 3 - SERVICE AREAS, (CONT'D.)**3.1 Exchange Service Areas, (Cont'd.)**

(N)

3.1.1 Qwest Exchanges, (Cont'd.)

<u>Exchange</u>	<u>Zone</u>	<u>Exchange Area/Local Calling Area</u>
Green Valley	3	Green Valley, Coronado, Marana, Robles, Tubac, Tucson, Vail
Grand Canyon	3	Grand Canyon, Flagstaff
Hayden	3	Hayden, Phoenix
Humboldt	3	Humboldt, Chino Valley, Prescott, Millsite
Joseph City	3	Joseph City, Winslow
Marana	3	Marana, Coronado, Green Valley, Robles, Tubac, Tucson, Vail
Maricopa	3	Maricopa, Casa Grande, Coolidge, Eloy, Florence
Miami	3	Miami, Globe, San Carlos
Munds Park	3	Munds Park, Ash Fork, Cameron, Flagstaff, Williams
Nogales	3	Nogales, Patagonia
Page	2	Page, Glen Canyon City
Patagonia	3	Patagonia, Nogales
Payson	3	Payson, Cape Verde

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SECTION 3 - SERVICE AREAS, (CONT'D.)
3.1 Exchange Service Areas, (Cont'd.)

(N)

3.1.1 Qwest Exchanges, (Cont'd.)

<u>Exchange</u>	<u>Zone</u>	<u>Exchange Area/Local Calling Area</u>
Phoenix	3	Beardsley, Bethany, Black Canyon, Buckeye, Cactus, Cave Creek, Chandler, Circle City, Coldwater, Deer Valley, Foothills, Fort McDowell, Gilbert, Glendale, Greenway, Higley, Laveen, Litchfield Park, Maryvale, McClintock, Mesa, Midrivers, New River, Pecos, Peoria, Phoenix, Pinnacle Peak, Queen Creek, Rio Verde, Scottsdale, Shea, Sunnyslope, Sunrise, Superstition, Tempe, Thunderbird, Tolleson, Whitetanks, Lake Pleasant, Granite Mountain, Saddleback, South Lake Pleasant
Pima	3	Pima, Safford
Prescott	3	Prescott, Chino Valley, Humboldt, Millsite
Robles	3	Robles, Coronado, Green Valley, Marana, Tubac, Tucson, Vail
Safford	3	Safford, Pima
San Manual	3	San Manual, Tucson
Sedona	3	Sedona, Camp Verde, Cottonwood
Sierra Vista	3	Sierra Vista, Bisbee, Douglas, Tombstone, Elfrida
Superior	3	Phoenix
Tombstone	3	Tombstone, Bisbee, Douglas, Sierra Vista, Elfrida

(N)

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SECTION 3 - SERVICE AREAS, (CONT'D.)

3.1 Exchange Service Areas, (Cont'd.)

(N)

3.1.1 Qwest Exchanges, (Cont'd.)

<u>Exchange</u>	<u>Zone</u>	<u>Exchange Area/Local Calling Area</u>
Tubac	3	Tubac, Coronado, Green Valley, Marana, Robles, Tucson, Vail
Tucson	3	Tucson, Coronado, Green Valley, Marana, Robles, Tubac, Vail
Vail	3	Vail, Coronado, Green Valley, Marana, Robles, Tubac, Tucson
Wellton	3	Wellton, Yuma
Whitlow	3	Whitlow
Willcox	3	Willcox, Benson, Safford
Wickenburg	3	Wickenburg, Yarnell, Aguila
Williams		Williams, Ask Fork, Cameron, Flagstaff, Munds Park
Winslow	3	Winslow, Joseph City
Yarnell	3	Yarnell, Wickenburg, Aguila
Yuma	3	Yuma, Wellton

(N)

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SECTION 3 - SERVICE AREAS, (CONT'D.)

3.1 Exchange Service Areas, (Cont'd.)

(N)

3.1.2 Verizon Exchanges

<u>Exchange</u>	<u>Zone</u>	<u>Exchange Area/Local Calling Area</u>
Bouse	4	Bouse; Parker
Ehrenberg	4	Ehrenberg; Blythe, CA; Palo Verde (Cibola); Palo Verde, CA
Palo Verde (Cibola)	4	Ehrenberg; Blythe, CA
Parker	4	Bouse; Earp, CA; Parker; Parker Dam; Parker Dam, CA; Poston
Parker Dam	4	Earp, CA; Parker; Parker Dam; Parker Dam, CA; Poston
Poston	4	Earp, CA; Parker; Parker Dam; Parker Dam, CA; Poston

(N)

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SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.3 QPoint**

(N)

QPoint service combines local and long distance telecommunications service into one telecommunications package. QPoint Basic provides unlimited calls in the local calling area and low rates on the IntraLATA and long distance calls. QPoint Complete provides local, IntraLATA and domestic long distance free. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed in an initial eighteen (18) seconds and six (6) second increments thereafter. All service requires a minimum of one year term agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

4.3.1 Terms and Conditions

- (A) QPoint service is available in Qwest serving areas.
- (B) QPoint service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the QPoint rate plan.
- (C) QPoint service can be configured as POTS service only.
- (D) QPoint is to be used for voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
- (E) Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all QPoint rate plans.
- (F) International calls are billed at individual rates for each country per the published API World Access rate plan.
- (G) All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.

(N)

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SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.3 QPoint, (Cont'd.)**

(N)

4.3.2 Maximum Rates**(A) Monthly Service Fee per Line: QPoint Basic**

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$58.00	\$58.00	\$74.00
1 Year	\$52.00	\$52.00	\$68.00
2 Years	\$50.00	\$50.00	\$68.00
3 Years	\$48.00	\$48.00	\$66.00

(B) Monthly Service Fee per Line: QPoint Complete

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$92.00	\$92.00	\$110.00
1 Year	\$86.00	\$86.00	\$104.00
2 Years	\$84.00	\$84.00	\$102.00
3 Years	\$82.00	\$82.00	\$100.00

(C) Usage Rates per Minute

	<u>Local</u>
Basic	Included
Complete	Included

(D) Features**(1) Features - \$1.00**

<u>Toll Blocking:</u>	<u>Denial of Use:</u>
700 Block	Block Caller ID
900/976 Block	Deny Call Return
Collect Call Blocking	Deny Call Trace
Directory Assistance Blocking	Deny Repeat Dial
International Call Blocking	
Operator Assisted Call Blocking	

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
 Access Point, Inc.
 1100 Crescent Green, Suite 109
 Cary, North Carolina 27518

AZ10903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)

4.3 QPoint, (Cont'd.)

(N)

4.3.2 Maximum Rates, (Cont'd.)

(D) Features, (Cont'd.)

(2) Star Features - \$2.00 per occurrence

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(3) Standard Features - \$7.00 monthly fee per feature, per line

Anonymous Call Rejection

Call Block

Call Forwarding Variable

Call Forwarding Variable Multi-Path

Call Forwarding Busy Line

Call Forwarding Busy Line Multi-Path

Call Forwarding Don't Answer

Call Return

Call Waiting

Remote Activation of Call Forwarding

Repeat Dialing

Selective Call Acceptance

Selective Call Forwarding

Selective Call Rejection

Selective Call Ring

Speed Dialing - 8 Number

Speed Dialing - 30 Number

Three Way Calling

(4) Deluxe Feature - \$9.00 monthly fee per additional feature, per line

Caller ID - Number only

Distinctive Ring - 1 Telephone Number

Distinctive Ring - 2 Telephone Numbers

Enhanced Caller ID - Caller ID with Name, Number and ACR

Hunting

(5) Unlimited Feature Package - Choose any Feature

Monthly Fee per Line

\$20.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.4 QPoint PBX**

(N)

QPoint PBX service combines local and long distance telecommunications service into one telecommunications package. QPoint PBX Basic provides unlimited calls in the local calling area and low rates on IntraLATA and long distance calls. QPoint PBX Complete provides local, IntraLATA and domestic long distance free. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

4.4.1 Terms and Conditions

- (A) QPoint PBX service is available in Qwest serving areas.
- (B) QPoint PBX service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the QPoint PBX rate plan.
- (C) QPoint PBX service can be configured as Two Way PBX and DID service only.
- (D) All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- (E) QPoint PBX is to be used for voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
- (F) Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all QPoint PBX rate plans.
- (G) International calls are billed at individual rates for each country per the published API World Access rate plan.

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.4 QPoint PBX, (Cont'd.)**

(N)

4.4.2 Maximum Rates**(A) Monthly Service Fee per Line: QPoint PBX Basic**

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$60.00	\$60.00	\$78.00
1 Year	\$54.00	\$54.00	\$72.00
2 Years	\$52.00	\$52.00	\$70.00
3 Years	\$50.00	\$50.00	\$68.00

(B) Monthly Service Fee per Line: QPoint PBX Complete

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$94.00	\$94.00	\$114.00
1 Year	\$88.00	\$88.00	\$108.00
2 Years	\$86.00	\$86.00	\$106.00
3 Years	\$84.00	\$84.00	\$104.00

(C) Usage Rates per Minute

	<u>Local</u>
Basic	Included
Complete	Included

(D) Features**(1) Features - \$1.00**

<u>Toll Blocking:</u>	<u>Denial of Use:</u>
700 Block	Block Caller ID
900/976 Block	Deny Call Return
Collect Call Blocking	Deny Call Trace
Directory Assistance Blocking	Deny Repeat Dial
International Call Blocking	
Operator Assisted Call Blocking	

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.4 QPoint PBX, (Cont'd.)**

(N)

4.4.2 Maximum Rates, (Cont'd.)**(D) Features, (Cont'd.)****(2) Star Features - \$2.00 per occurrence**

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(3) Standard Features - \$7.00 monthly fee per feature, per line

Anonymous Call Rejection

Call Block

Call Forwarding Variable

Call Forwarding Variable Multi-Path

Call Forwarding Busy Line

Call Forwarding Busy Line Multi-Path

Call Forwarding Don't Answer

Call Return

Call Waiting

Remote Activation of Call Forwarding

Repeat Dialing

Selective Call Acceptance

Selective Call Forwarding

Selective Call Rejection

Selective Call Ring

Speed Dialing - 8 Number

Speed Dialing - 30 Number

Three Way Calling

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZI0903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.4 QPoint PBX, (Cont'd.)****4.4.2 Maximum Rates, (Cont'd.)****(D) Features, (Cont'd.)**

- (4) Deluxe Features - \$9.00 monthly fee per feature, per line

Caller ID - Number Only

Distinctive Ring - 1 Telephone Number

Distinctive Ring - 2 Telephone Numbers

Enhanced Caller ID - Caller ID with Name, Number and ACR
Hunting

- (5) DIDs

Monthly Fee per DID	\$0.40
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- (6) Unlimited Feature Package

Monthly Fee per Line	\$20.00
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(N)

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.5 QPoint Centrex**

(N)

QPoint Centrex service combines local and long distance telecommunications service into one telecommunications package. QPoint Centrex Basic provides unlimited calls in local calling area and low rates on IntraLATA and long distance calls. QPoint Centrex Complete provides local, IntraLATA and domestic long distance calls free. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed in initial eighteen (18) seconds and six (6) second increments thereafter. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

4.5.1 Terms and Conditions

- (A) QPoint Centrex service is available in Qwest serving areas.
- (B) QPoint Centrex service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the QPoint Centrex rate plan.
- (C) QPoint Centrex service can be configured at Centrex service only.
- (D) All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- (E) QPoint Centrex is to be used for voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible for this rate plan.
- (F) Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all QPoint Centrex rate plans.
- (G) International calls are billed at individual rates for each country per the published API World Access rate plan.

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)

4.5 QPoint Centrex, (Cont'd.)

(N)

4.5.2 Maximum Rates

(A) Monthly Service Fee per Line: QPoint Centrex Basic

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$60.00	\$60.00	\$78.00
1 Year	\$54.00	\$54.00	\$72.00
2 Years	\$52.00	\$52.00	\$70.00
3 Years	\$50.00	\$50.00	\$68.00

(B) Monthly Service Fee per Line: QPoint Centrex Complete

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$94.00	\$94.00	\$114.00
1 Year	\$88.00	\$88.00	\$108.00
2 Years	\$86.00	\$86.00	\$106.00
3 Years	\$84.00	\$84.00	\$104.00

(C) Usage Rates per Minute

	<u>Local</u>
Basic	Included
Complete	Included

(D) Features

(1) Features - \$1.00

<u>Toll Blocking:</u>	<u>Denial of Use:</u>
700 Block	Block Caller ID
900/976 Block	Deny Call Return
Collect Call Blocking	Deny Call Trace
Directory Assistance Blocking	Deny Repeat Dial
International Call Blocking	
Operator Assisted Call Blocking	

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.5 QPoint Centrex, (Cont'd.)****(N)****4.5.2 Maximum Rates, (Cont'd.)****(D) Features, (Cont'd.)****(2) Star Features - \$2.00 per occurrence**

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(3) Standard Features - \$7.00 monthly fee per feature, per line

Anonymous Call Rejection

Call Block

Call Forwarding Variable

Call Forwarding Variable Multi-Path

Call Forwarding Busy Line

Call Forwarding Busy Line Multi-Path

Call Forwarding Don't Answer

Call Return

Call Waiting

Remote Activation of Call Forwarding

Repeat Dialing

Selective Call Acceptance

Selective Call Forwarding

Selective Call Rejection

Selective Call Ring

Speed Dialing - 8 Number

Speed Dialing - 30 Number

Three Way Calling

(4) Deluxe Features - \$9.00 monthly fee per feature, per line

Caller ID - Number Only

Distinctive Ring - 1 Telephone Number

Distinctive Ring - 2 Telephone Numbers

Enhanced Caller ID - Caller ID with Name, Number and ACR

Hunting

(5) Unlimited Feature Package - Choose any features

Monthly Fee per Line

\$20.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZI0903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.6 SinglePoint**

(N)

SinglePoint service combines local and long distance telecommunications service with high speed internet access. SinglePoint provides unlimited calls in the local calling area and IntraLATA calls. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

4.6.1 Terms and Conditions

- (A) SinglePoint service is provided by dedicated T-1 circuits and the Integrated T-1 monthly service fee includes 6 voice channels and your choice of 256K, 384K, 512K, 768K or 1024K Internet Access. A maximum of 14 additional voice channels may be ordered on the SinglePoint Integrated T-1.
- (B) SinglePoint pricing Tiers are determined by customer location and bandwidth selected.
- (C) SinglePoint service can be configured as POTS, Digital Trunks, or PRI configuration.
- (D) All calls originating on these circuits must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- (E) The 4,000 domestic long distance minutes included with the circuit must be used for calls on the circuit. They cannot be used by, shared with, or applied to, any other circuit, service or location. Additional minutes please see Access Point, Inc.'s Interstate Tariff.
- (F) International calls are billed at individual rates for each country per the published API World Access rate plan.

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZI0903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.6 SinglePoint, (Cont'd.)**

(N)

4.6.2 Maximum Rates**(A) Monthly Service Fees**

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 1	\$784	\$712	\$678	\$640
Tier 2	\$856	\$778	\$740	\$700
Tier 3	\$930	\$846	\$804	\$760
Tier 4	\$1027	\$934	\$888	\$840
Tier 5	\$1100	\$1000	\$950	\$900
Tier 6	\$1175	\$1068	\$1016	\$960
Tier 7	\$1247	\$1134	\$1078	\$1020
Tier 8	\$1320	\$1200	\$1140	\$1080
Tier 9	\$1419	\$1290	\$1226	\$1160
Tier 10	\$1492	\$1356	\$1290	\$1220
Tier 11	\$1566	\$1424	\$1354	\$1280
Tier 12	\$1639	\$1490	\$1416	\$1340
Tier 13	\$1736	\$1578	\$1500	\$1420
Tier 14	\$1835	\$1668	\$1586	\$1500
Tier 15	\$1932	\$1756	\$1670	\$1580
Tier 16	\$2031	\$1846	\$1754	\$1660
Tier 17	\$2127	\$1934	\$1838	\$1740
Tier 18	\$2226	\$2024	\$1924	\$1820
Tier 19	\$2323	\$2112	\$2008	\$1900
Tier 20	\$2420	\$2200	\$2090	\$1980

(B) Additional Voice Channels

<u>Monthly Service Fee per Voice Channel</u>		
<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
\$60.00	\$56.00	\$52.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.6 SinglePoint, (Cont'd.)**

(N)

4.6.2 Maximum Rates, (Cont'd.)**(C) Installation Fee**

Installation Fee 1 Year	\$1500.00
Installation Fee 2 Years	\$1000.00
Installation Fee 3 Years	\$100.00

(D) Features**(1) Toll Free and DID charges**

First 20 DIDs.	Included
Additional DIDs	\$0.40 per number monthly

(2) Features - \$1.00

Call Block	Caller ID
900/976 Block	Call Forwarding
Caller ID Blocking	Call Return
Call Trace	Call Transfer
Call Waiting	Hunting
Three Way Calling	Repeat Dialing
Speed Dialing	

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.7 PrimaryAccess**

PrimaryAccess combines local and long distance telephone service. Customers can choose T-1 as ISDN-PRI or a local T-1. Regulatory charges and taxes are not included in the rates of this service.

Local calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. International calls are billed at individual rates for each country per the published API World Access rate plan. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

4.7.1 Terms and Conditions

- (A) PrimaryAccess service is provided only via dedicated T-1 circuits and can be configured as Digital Trunks or PRI Trunks.
- (B) Direct Trunk Overflow is not available in all serving areas.
- (C) Customers subscribing to Option 1 must ensure that the percentage of non-toll free incoming calls is less than 75% of the total number of calls. Access Point reserves the right to bill \$0.015 per minute of all calls in excess of 75%.
- (D) All calls originating on these circuits must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- (E) Local or IntraLATA minutes included with this service must be used for call on the circuit. They cannot be used by, shared with, or applied to, any other circuit, service or location.
- (F) Toll Free calls will be billed at the rates specified for interstate, IntraLATA and intrastate.

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.7 Primary Access, (Cont'd.)**

(N)

4.7.2 Usage Packages Maximum Rates**(A) Option 1 - Domestic and Toll Free Measured Usage Rates**

<u>Monthly</u>	<u>Local Usage</u>	<u>IntraLATA Usage</u>
\$100	\$0.030 per minute	\$0.060 per minute

(B) Option 2 - Domestic and Toll Free Bundled Usage Rates

<u>Monthly</u>	<u>Local Usage</u>	<u>IntraLATA Usage</u>
\$200	15,000 Minute Included \$0.020 per add'l minute	5,000 Minutes Included \$0.060 per add'l minute

(C) Option 3 - Domestic and Toll Free Flat Usage Rates

<u>Monthly</u>	<u>Local Usage</u>	<u>IntraLATA Usage</u>
\$450	\$0.020 per add'l minute	\$0.060 per add'l minute

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.7 Primary Access, (Cont'd.)**

(N)

4.7.3 T-1 Monthly Service Fee Maximum Rates

Customers may choose from one of the Tier and Term Plan options below. Tiers are equal to the number of circuits turned up on the T-1 facility for voice grade services.

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 1	\$821	\$746	\$700	\$650
Tier 2	\$906	\$824	\$774	\$720
Tier 3	\$990	\$900	\$846	\$790
Tier 4	\$1076	\$978	\$920	\$860
Tier 5	\$1162	\$1056	\$994	\$930
Tier 6	\$1248	\$1134	\$1068	\$1000
Tier 7	\$1333	\$1212	\$1142	\$1070
Tier 8	\$1419	\$1290	\$1216	\$1140
Tier 9	\$1505	\$1368	\$1290	\$1210
Tier 10	\$1591	\$1446	\$1364	\$1280
Tier 11	\$1676	\$1524	\$1438	\$1350
Tier 12	\$1760	\$1600	\$1510	\$1420
Tier 13	\$1846	\$1678	\$1586	\$1490
Tier 14	\$1932	\$1756	\$1660	\$1560
Tier 15	\$2017	\$1834	\$1734	\$1630
Tier 16	\$2103	\$1912	\$1808	\$1700
Tier 17	\$2189	\$1990	\$1882	\$1770
Tier 18	\$2275	\$2068	\$1956	\$1840
Tier 19	\$2361	\$2146	\$2030	\$1910
Tier 20	\$2446	\$2224	\$2104	\$1980
Tier 21	\$2530	\$2300	\$2176	\$2050
Tier 22	\$2616	\$2378	\$2250	\$2120
Tier 23	\$2702	\$2456	\$2324	\$2190
Tier 24	\$2788	\$2534	\$2398	\$2260

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.7 Primary Access, (Cont'd.)**

(N)

4.7.3 T-1 Monthly Service Fee Maximum Rates, (Cont'd.)

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 25	\$2873	\$2612	\$2472	\$2330
Tier 26	\$2959	\$2690	\$2546	\$2400
Tier 27	\$3045	\$2768	\$2620	\$2470
Tier 28	\$3131	\$2846	\$2694	\$2540
Tier 29	\$3216	\$2924	\$2768	\$2610
Tier 30	\$3300	\$3000	\$2840	\$2680
Tier 31	\$3386	\$3078	\$2916	\$2750
Tier 32	\$3472	\$3156	\$2990	\$2820
Tier 33	\$3557	\$3234	\$3064	\$2890
Tier 34	\$3643	\$3312	\$3138	\$2960
Tier 35	\$3729	\$3390	\$3212	\$3030

4.7.4 Features Maximum Rates

First 20 DIDs	\$0.20
Additional DIDs	\$0.40 per number per month
Caller ID Name and Number	\$50.00 per month
Direct Trunk Overflow	\$100.00 per path

4.7.5 Installation Charges Maximum Rates

Installation Fee 1 Year Term	\$1500.00
Installation Fee 2 Year Term	\$1000.00
Installation Fee 3 Year Term	\$100.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.8 VPoint**

(N)

VPoint service combines local and long distance telecommunications service into one telecommunications package. VPoint Basic provides unlimited calls in the local calling area and low rates on IntraLATA and long distance calls. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. International calls are billed at individual rates for each country per the published API World Access rate plan. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

4.8.1 Terms and Conditions

- (A) VPoint service is available in Verizon serving areas.
- (B) VPoint service require that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the VPoint rate plan.
- (C) VPoint service can be configured as POTS service only.
- (D) All calls originated on these circuits must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carries for completion or billing.
- (E) VPoint is to be used for voice service only. Customers using autodialers, telemarketing applications or switching are not eligible to use this rate plan.
- (F) Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all VPoint rate plans.

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZI0903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.8 VPoint, (Cont'd.)**

(N)

4.8.2 Maximum Rates**(A) Monthly Service Fee per Line: VPoint Basic Zone 4**

Month to Month	\$106.00
1 Year	\$100.00
2 Years	\$98.00
3 Years	\$96.00

(B) Usage Rates per Minute

	<u>Local</u>
Basic	Included

(C) Features**(1) Features - \$1.00**Toll Blocking:

700 Block
900/976 Block
Collect Call Blocking
Directory Assistance Blocking
International Call Blocking
Operator Assisted Call Blocking

Denial of Use:

Block Caller ID
Deny Call Return
Deny Call Trace
Deny Repeat Dial

Other:

Hunting

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.8 VPoint, (Cont'd.)**

(N)

4.8.2 Maximum Rates, (Cont'd.)**(C) Features, (Cont'd.)****(2) Star Features - \$2.00 per occurrence**

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(3) Standard Features - \$8.00 monthly fee per feature, per line

Anonymous Call Rejection

Call Block

Call Forwarding Variable

Call Forwarding Variable Multi-Path

Call Forwarding Busy Line

Call Forwarding Busy Line Multi-Path

Call Forwarding Don't Answer

Call Return

Call Waiting

Remote Activation of Call Forwarding

Repeat Dialing

Selective Call Forwarding

Speed Dialing - 8 Number

Speed Dialing - 30 Number

Three Way Calling

(4) Deluxe Features - \$9.00 monthly fee per feature, per line

Caller ID - Name and Number

Distinctive Ring - 1 Telephone Number

Distinctive Ring - 2 Telephone Numbers

Enhanced Caller ID

(5) Unlimited Feature Package - Choose any Features

Monthly Fee per Line

\$30.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
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Cary, North Carolina 27518

AZI0903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.9 VPoint PBX**

(N)

VPoint PBX service combines local and long distance telecommunications service into one telecommunications package. VPoint PBX Basic provides unlimited calls in the local calling area and low rates on IntraLATA and long distance calls. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. International calls are billed at individual rates for each country per the published API World Access rate plan. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

4.9.1 Terms and Conditions

- (A) VPoint PBX service is available in Verizon serving areas.
- (B) VPoint PBX service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the address must be billed at the VPoint PBX rate plan.
- (C) VPoint PBX service can be configured as Two Way PBX and DID service only.
- (D) All calls originated on these circuits must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- (E) VPoint PBX is to be used for voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
- (F) Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all VPoint PBX rate plans.

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
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Cary, North Carolina 27518

AZI0903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.9 VPoint PBX, (Cont'd.)**

(N)

4.9.2 Maximum Rates**(A) Monthly Service Fee per Line: VPoint PBX Basic Zone 4**

Month to Month	\$106.00
1 Year	\$100.00
2 Years	\$98.00
3 Years	\$96.00

(B) Usage Rates per Minute

	<u>Local</u>
Basic	Included

(C) Features**(1) Features - \$1.00**Toll Blocking:

700 Block
900/976 Block
Collect Call Blocking
Directory Assistance Blocking
International Call Blocking
Operator Assisted Call Blocking

Denial of Use:

Block Caller ID
Deny Call Return
Deny Call Trace
Deny Repeat Dial

Other:

Hunting

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)

4.9 VPoint PBX, (Cont'd.)

(N)

4.9.2 Maximum Rates, (Cont'd.)

(C) Features

(2) Star Features - \$2.00, per occurrence

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(3) Standard Features - \$7.00 monthly fee per feature, per line

Anonymous Call Rejection

Call Block

Call Forwarding Variable

Call Forwarding Variable Multi-Path

Call Forwarding Busy Line

Call Forwarding Busy Line Multi-Path

Call Forwarding Don't Answer

Call Return

Call Waiting

Remote Activation of Call Forwarding

Repeat Dialing

Select Call Forwarding

Speed Dialing - 8 Number

Speed Dialing - 30 Number

Three Way Calling

(4) Deluxe Features - \$9.00 monthly fee per feature, per line

Caller ID - Name and Number

Distinctive Ring - 1 Telephone Number

Distinctive Ring - 2 Telephone Numbers

Enhanced Caller ID

(5) DIDs

Monthly Fee per DID

\$0.40

(6) Unlimited Feature Package - Choose any Features

Monthly Fee per Line

\$30.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.10 VPoint Centrex**

(N)

VPoint Centrex service combines local and long distance telecommunications service into one telecommunications package. VPoint Centrex Basic provides unlimited calls in the local calling area and low rates on IntraLATA and long distance calls. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. International calls are billed at individual rates for each country per the published API World Access rate plan. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

4.10.1 Terms and Conditions

- (A) VPoint Centrex service is available in Verizon serving areas.
- (B) VPoint Centrex service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the VPoint Centrex rate plan.
- (C) VPoint Centrex service can be configured as Centrex lines only.
- (D) All calls originated on these circuits must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carries for completion or billing.
- (E) VPoint Centrex is to be used for voice service only. Customers using autodialers, telemarketing applications or switching are not eligible to use this rate plan.
- (F) Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all VPoint Centrex rate plans.

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
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Cary, North Carolina 27518

AZI0903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.10 VPoint Centrex, (Cont'd.)**

(N)

4.10.2 Maximum Rates**(A) Monthly Service Fee per Line: VPoint Centrex Basic Zone 4**

Month to Month	\$106.00
1 Year	\$100.00
2 Years	\$98.00
3 Years	\$96.00

(B) Usage Rates per Minute

	<u>Local</u>
Basic	Included

(C) Features**(1) Features - \$1.00**

<u>Toll Blocking:</u>	<u>Denial of Use:</u>
700 Block	Block Caller ID
900/976 Block	Deny Call Return
Collect Call Blocking	Deny Call Trace
Directory Assistance Blocking	Deny Repeat Dial
International Call Blocking	<u>Other:</u>
Operator Assisted Call Blocking	Hunting

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 4 - SERVICE OFFERINGS, (CONT'D.)**4.10 VPoint Centrex, (Cont'd.)**

(N)

4.10.2 Maximum Rates, (Cont'd.)**(C) Features**

- (2) Star Features - \$2.00, per occurrence

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

- (3) Standard Features - \$7.00 monthly fee per feature, per line

Anonymous Call Rejection

Call Block

Call Forwarding Variable

Call Forwarding Variable Multi-Path

Call Forwarding Busy Line

Call Forwarding Busy Line Multi-Path

Call Forwarding Don't Answer

Call Return

Call Waiting

Remote Activation of Call Forwarding

Repeat Dialing

Select Call Forwarding

Speed Dialing - 8 Number

Speed Dialing - 30 Number

Three Way Calling

- (4) Deluxe Features - \$9.00 monthly fee per feature, per line

Caller ID - Name and Number

Distinctive Ring - 1 Telephone Number

Distinctive Ring - 2 Telephone Numbers

Enhanced Caller ID

- (5) Unlimited Feature Package - Choose any Features

Monthly Fee per Line

\$30.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
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Cary, North Carolina 27518

AZ10903

SECTION 5 – MISCELLANEOUS RATES**5.1 Directory Listing Service****(N/D)****5.1.1 General**

The following rates and regulations apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Company.

Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.

A listing consists of the name of the customer, the address where the service is located and the telephone number and is usually confined to one line in the directory.

Business Service Listings may be of members of the partnership, officers of the corporation, agents, employees, patrons of resellers or sharers, or of a business house with the customer represents or owns including a partnership or corporation under his control.

Residence Service Listings may be of members of the Customer's household.

Residence Dual Name Listings are comprised of a surname, two first names, address and telephone number. This listing may be provided for two persons who share the same surname and reside at the same address or for a person known by two first names.

5.1.2 Listings**(A) Primary Listing**

One listing, termed the primary listing, is included with each exchange access line.

(N/D)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.1 Directory Listing Service, (Cont'd.)**

(N)

5.1.2 Listings, (Cont'd.)**(B) Additional Listings**

Additional listings may be the listings of individual names of those entitle to use the customer's service or , for business, Departments, Divisions, Trade names, etc.

In connection with business and residence service, regular additional listings are available only in the names of Authorized Users of the Customer's service.

(C) Alternate Listings

Duplicate Listings - A Customer may be furnished a duplicate listing, including an alternate call number associated with the listing, which is considered necessary to facilitate the use of the directory by the public.

Foreign Exchange Service Listings - Foreign exchange service is listed in the alphabetical list of the exchange from which service is furnished. In connection with a contiguous exchange, a listing (without charge) of the service must be included in the primary directory of the exchange where the foreign exchange service is terminated. In connection with non-contiguous exchange service the listing is omitted unless its inclusion is requested by the Customer.

Foreign Listings - A Customer or an additionally listed party, in addition to a listing in his local directory, may be listed in an alphabetical list other than that in which the Customer is regularly listed.

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.1 Directory Listing Service, (Cont'd.)****(N)****5.1.2 Listings, (Cont'd.)****(D) Nonpublished Service**

At the request of the Customer, the numbers of initial central office lines may be omitted from the directory and from the Directory Assistance records of the Company, subject to the rates following. These numbers are designated as "non-Published Telephone Numbers" Unless the specific call number is given by the person calling, a connection will not be established with a telephone have a "Non-Published Telephone Number".

The Company shall not be liable to the Customer for losses or damages arising from such an arrangement. The Customer indemnifies and saves the Company harmless from any and all claims arising from such an arrangement.

(E) Nonlisted Service

At the request of the Customer, the numbers of initial central office lines may be omitted from the directory only. These numbers are designated as "Non-Listed Telephone Numbers" and are included in the Directory Assistance records of the Company.

The Company shall not be liable to the Customer for losses or damages arising from such an arrangement. The Customer indemnifies and saves the Company harmless from any and all claims arising from such an arrangement.

(F) Toll-Free Directory Listing

Where available, a listing which references the Toll-Free Number for a Business customer will be made available.

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.1 Directory Listing Service, (Cont'd.)****5.1.3 Rates****(A) Monthly Charges**

<u>Directory Listings</u>	<u>Residential</u>	<u>Business</u>
	<u>MRC</u>	<u>MRC</u>
Additional Listing (Per Listing)	\$3.00	\$7.60
Non-Listed Number (Per Number)	\$3.70	\$3.70
Non-Published Number (Per Number)	\$4.70	\$4.70

(N)

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
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Cary, North Carolina 27518

AZ10903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.2 Directory Assistance Services**

(N)

Directory Assistance Service is furnished upon Customer request for assistance in determining telephone numbers.

5.2.1 Basic Directory Assistance

The rates specified following apply when Customers request Company assistance in determining telephone numbers within Arizona.

A maximum of two (2) requested telephone numbers are allowed per call.

(A) Exemptions

- (1) Charges for Directory Assistance are not applicable to calls from patients of hospital that have as their principal undertaking the medical and surgical care of the sick and disabled and which provide telephones in the majority of the patient rooms.
- (2) A business or residence main telephone exchange line may be registered for exemption from Directory Assistance charges where one of the users of the line is considered to be legally blind, visually or physically handicapped, or where the user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0". Requests for exemption must be accompanied by certification of the handicap. Acceptable certifications include those signed by a physician, issued by a state agency qualified to certify such handicaps or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind.

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.2 Directory Assistance Services, (Cont'd.)**

(N)

5.2.2 Directory Assistance Call Completion

Directory Assistance Call Completion (DACC) is a service that provides Customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The requested number can be dialed automatically by the Operator Services System upon selection by the Customer of a mechanized prompt.

No alternative billing is provided by the Directory Assistance Operator, however, alternative billing of can be provided by dialing "0" and requesting such billing through the "A" Operator at the rates specified in Section 5.2 of this tariff.

Service is available only where the facilities and service used by the Customer can support all billing requirements.

There are no allowances for DACC, however, the Directory Assistance portion of the call is still governed by the appropriate call allowance as stated in Section 5.2.1.

DACC charges are not applicable to handicapped Customers exempt from Directory Assistance charges, as specified in Section 5.2.1.A.2 of this tariff.

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
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AZ10903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.2 Directory Assistance Services, (Cont'd.)**

(N)

5.2.4 Rates**(A) Basic Directory Assistance****Local Directory Assistance**

Direct dialed

Via operator

Maximum Rates**Per query**

\$4.00

\$4.00

(B) Directory Assistance Call Completion**Maximum Rates**

Per completed call

\$2.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

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AZ10903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.3 Restoration of Service**

When a Customer's local exchange service has been suspended because of non-payment of charges, a non-recurring Service Restoral Charge will apply to each line restored. In the event that Local Exchange Service is terminated following suspension the Line Connection Charge is applicable in lieu of the Service Restoral Charge to reestablish service. Premises Work charges may also be applicable.

	Maximum Rates	
	Residence	Business
Per occasion, per line	\$32.00	\$32.00

(N)

(N)

Issued: November 10, 2009

Effective: December 10, 2009

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SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.4 Public Telephone Surcharge**

(N)

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone, not presubscribed to the Company, used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the "#" symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

Rate Per Call:

Maximum Rates

\$0.60

(N)

Issued: November 10, 2009

Effective: December 10, 2009

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AZI0903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.5 Optional Calling Features**

(N)

The features in this section are made available to Residential and Business Customers. All features are provided subject to availability. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed based on the service plan rates stated in this Tariff. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all uses in some cases.

5.5.1 Basic Feature Descriptions**(A) Three Way Calling/Call Hold**

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and form a 3-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switch hook and dialing a code. This frees the line to allow the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
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1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZI0903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.5 Optional Calling Features, (Cont'd.)**

(N)

5.5.1 Basic Feature Descriptions, (Cont'd.)**(B) Call Forwarding**

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding - Busy automatically reroutes an incoming call to a customer predesignated number when the called number is busy.

Call Forwarding - Don't Answer automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Call Forwarding - Variable allows the customer to choose to reroute incoming calls to another specified telephone number. The customer must activate and deactivate this feature.

(C) Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
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Cary, North Carolina 27518

AZ10903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.5 Optional Calling Features, (Cont'd.)**

(N)

5.5.1 Basic Feature Descriptions, (Cont'd.)**(D) Distinctive Ringing**

This feature enables a user to determine the source of an incoming call from a distinctive ring. The user is provided with up to two additional telephone numbers.

(E) Regular Multiline Hunting

This feature is a line hunting arrangement that provides sequential search of available numbers within a multiline group.

(F) Speed Calling

This feature allows a user to dial selected numbers using one or two digits. Up to eight numbers (single digit, or thirty numbers with two digits) can be selected.

(G) Caller ID

The Caller ID feature allows a customer to see a caller's name and number previewed on a display screen before the call is answered allowing a customer to prioritize and or screen incoming calls. Call ID records the name, number, date and time of each incoming call -including calls that aren't answered by the customer. Call ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the customer to provide the necessary CPE.

(N)

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.5 Optional Calling Features, (Cont'd.)**

(N)

5.5.1 Basic Feature Descriptions, (Cont'd.)**(H) Automatic Redial**

The Automatic Redial feature allows a customer to automatically redial the last number dialed. This is accomplished by the customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then redials the call for the customer.

The Automatic Redial feature also allows customers, having reached a busy number, to dial a code before hanging up. Automatic Redial feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically redialed and the customer is notified of the connected call via a distinctive ring.

The following types of calls cannot be Automatically Redialed:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

(I) Automatic Recall

The Automatic Recall stores the number of the most recent incoming call (including unanswered incoming calls) to a customer's number. This allows a customer to dial back any missed or unanswered telephone calls.

(J) Customer Originated Trace

Customer Originated Trace allows customers to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to the company for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting the company the customer can use this application to combat nuisance calls.

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

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AZI0903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.5 Optional Calling Features, (Cont'd.)**

(N)

5.5.2 Class Features

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all CLASS services. Transmission levels may not be sufficient in all cases.

(A) Caller ID

The Caller ID feature allows a customer to see a caller's name and number previewed on a display screen before the call is answered allowing a customer to prioritize and or screen incoming calls. Caller ID records the name, number, date and time of each incoming call -including calls that aren't answered by the customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the customer to provide the necessary CPE.

(B) Automatic Redial

The Automatic Redial feature allows a customer to automatically redial the last number dialed. This is accomplished by the customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then redials the call for the customer.

The Automatic Redial feature also allows customers, having reached a busy number, to dial a code before hanging up. Automatic Redial feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically redialed and the customer is notified of the connected call via a distinctive ring.

(N)

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.5 Optional Calling Features, (Cont'd.)**

(N)

5.5.2 Class Features, (cont'd.)**(B) Automatic Redial, (Cont'd.)**

The following types of calls cannot be Automatically Redialed:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

(C) Automatic Recall

The Automatic Recall stores the number of the most recent incoming call (including unanswered incoming calls) to a customer's number. This allows a customer to dial back any missed or unanswered telephone calls.

(D) Customer Originated Trace

Customer Originated Trace allows customers to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to the company for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting the company the customer can use this application to combat nuisance calls.

- (E) Anonymous Call Rejection:** Permits the end -user to automatically reject incoming calls when the call originates from a telephone number which has blocked delivery of its calling number. When active, calls from private numbers will be routed to a special announcement then terminated. The feature may be turned on or off by the end-user by dialing the appropriate feature control code. Anonymous Call Rejection is offered as a stand alone feature or as an add-on to Caller ID Deluxe.

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.6 Local Operator Service**

(N)

The Company's operator services, available to presubscribed Customers, are accessible on a twenty-four (24) hour per day seven (7) days per week basis. In addition to the per call service charge, usage rates apply. The types of calls handled are as follows:

Customer Dialed Calling/Credit Card Call - This charge applies in addition to usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.

Operator Dialed Calling/Credit Card Call - This charge applies in addition to usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.

Operator Station - These charges apply in addition to usage charges for non-Person-to-Person calls placed using the assistance of a Company operator and billed Collect, to a Third Party, by deposit of coins in Pay Telephones, or via some method other than a Calling Card or Commercial Credit Card.

Person-to-Person - This charge applies in addition to usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to a Calling Card, Commercial Credit Card, Collect, by deposit of coins in Pay Telephones, or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.

Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call.

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
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Cary, North Carolina 27518

AZ10903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.6 Local Operator Service, (Cont'd.)**

(N)

5.6.1 Local Per Call Service Charges:

Calling Card	Maximum Rates
Customer Dialed	\$7.00
Operator Handled	\$8.00
Station-to-Station, Collect, Third Party Billed	
Automated	\$7.00
Operator Handled	\$8.00
Person-to-Person	\$12.50

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZI0903

SECTION 5 - MISCELLANEOUS RATES, (CONT'D.)**5.7 Busy Line Verification and Emergency Interrupt Service**

(N)

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Busy Line Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption. If the Customer has the operator interrupt a call, both the Busy Line Verification and the Emergency Interrupt charge will apply.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit.

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

5.7.1 Rates

Per request	Maximum Rates
Busy Line Verification	\$5.00
Emergency Interrupt	\$10.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZI0903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.8 Carrier Presubscription**

(N)

5.8.1 General

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for IntraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

5.8.2 Presubscription Options - Customers may select the same carrier or separate carriers for IntraLATA and interLATA long distance. The following options for long distance Presubscription are available:

- Option A:** Customer selects the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
- Option B:** Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.
- Option C:** Customer may select a carrier other than the Company for IntraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.
- Option D:** Customer may select the carrier other than the Company for both IntraLATA and interLATA toll calls subject to presubscription
- Option E:** Customer may select two different carriers, neither being the Company for IntraLATA and interLATA toll calls. One carrier to be the Customer's primary IntraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.
- Option F:** Customer may select a carrier other than the Company for no presubscribed carrier for IntraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all IntraLATA toll calls to the carrier of choice for each call.

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.8 Carrier Presubscription, (Cont'd.)**

(N)

5.8.2 Rules and Regulations

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for IntraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in 5.8.5 below.

5.8.4 Presubscription Procedures

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers' initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If the Customer does not select a primary toll carrier, the Customer will be charged a fee, specified in 5.8.5 below, until the Customer selects a carrier. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice.

Customers of record may initiate a intraLATA or interLATA presubscription change at any time, subject to the charges specified below. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZI0903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.8 Carrier Presubscription, (Cont'd.)**

(N)

5.8.5 Presubscription Charges**(A) Application of Charges**

After a Customer's initial selection for a presubscribed toll carrier and as detailed in above, for any change thereafter, an Presubscription Change Charge, as set for the below will apply. Customers who request a change in IntraLATA and interLATA carriers with the same order will be assessed a single charge per line.

(B) Charges

	Maximum Rates
Per business or residence line, trunk, or port (Nonrecurring)	\$30.00
Customers who do not choose a Long distance carrier	\$8.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.9 Term Liability/Termination Charges**

(N)

If a Customer terminates services before the completion of the term for any reason other than a service interruption (as defined in Section 2.9.1) or where the Company breaches the terms in the service contract, Customer may be requested by the Company to pay to Company termination liability charges, which are defined below. These charges shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in Section below.

5.9.1 Termination Liability

Customer's termination liability for cancellation of service shall be equal to:

- (A) all unpaid non-recurring charges reasonably expended by Company to establish service to Customer, plus;
- (B) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus;
- (C) all recurring charges specified in the applicable Service Order for the balance of the then current term discounted at the prime rate announced in the Wall Street Journal on the third business day following the date of cancellation;
- (D) minus a reasonable allowance for costs avoided by the Company as a direct result of Customer's cancellation.

5.10 Account Maintenance Fee

All Business Customers will be charged a maximum monthly account maintenance fee on each monthly detailed invoice of \$8.00. If the customer has multiple invoices delivered to different service locations, a fee of \$4.00 will be charged for each detailed invoice. The fee for Residential Customers is \$2.00.

5.10.1 Monthly Recurring Charges Maximum Rates

Business Single Location	\$8.00
Business Multi Locations	\$4.00
Residential	\$2.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZI0903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.11 Credit Card Convenience Fee**

(N)

The Company will assess a Credit Card Convenience fee to recover certain costs associated with certain operational issues relating to the provisioning and billing of credit card services. This charge will apply when a Customer requests to pay their invoice via a credit card.

Monthly Credit Card Convenience Fees:		Maximum Rates
\$100 & below		\$4.00
\$101 - \$200		\$6.00
\$201 - \$300		\$12.00
\$301 - \$400		\$18.00
\$401 - \$500		\$24.00
\$501 - \$600		\$30.00
\$601 - \$700		\$36.00
\$701 - \$800		\$42.00
\$801 - \$900		\$48.00
\$901 - \$999		\$54.00
\$1000 & above	Multiply charge amount by .03	
Example: \$1000 X .03 = \$30.00		

5.12 Temporary Service Suspension Fee

Customers who are delinquent in their billing, and service is suspended for non-payment.

Maximum Rates	Recurring Charge	Non Recurring Charge
Charge:	\$20.00	\$30.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZI0903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.13 Custom Billing Reports Maximum Rates**

(N)

5.13.1 Custom Billing Services - Monthly

Requests for special billing service that are not currently identified as option in the Access Point billing system will require an additional fee identified below.

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Custom Billing Services	\$10.00	\$150.00

5.13.2 Billing Report Changes

Any modification of billing formats.

	<u>Nonrecurring Charge</u>
Billing Report Changes	\$50.00

5.13.3 Bill Image CD Copy

PDF Image of the bill placed on a CD.

	<u>Monthly Recurring Charge</u>
Bill Image CD Copy	\$40.00

5.13.4 Call Detail CD Copy

Call detail in comma delimited format placed on a CD. There is a set up fee for this service.

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Call Detail CD Copy	\$40.00	\$20.00

5.13.5 Call Detail E-Mail File

Call detail in comma delimited format e-mailed on a monthly basis.

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Call Detail E-Mail File	\$10.00	\$40.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.14 POTS Service Maximum Rates**

(N)

5.14.1 New Line Install

Installation is to D-Marc only. A separate charge applies to jacks/wiring.

	<u>Nonrecurring Charge</u>
New Line Install	
Initial Line	\$190.00
Additional Line	\$72.00

5.14.2 Change Fee

Changes to existing POTS service which includes class of service changes, feature changes, listing changes, disconnects, etc. This fee is per request and when changes are made to pending new service requests.

	<u>Nonrecurring Charge</u>
Change Fee	\$40.00

5.14.3 Traffic Study

Measures the amount of traffic a line receives, also known as a busy line study.

	<u>Nonrecurring Charge</u>
Traffic Study	\$100.00

5.14.4 Busy Line Verification

This charge applies when end users request customer service to verify if a line called is busy.

	<u>Nonrecurring Charge</u>
Busy Line Verification	\$15.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.14 POTS Service Maximum Rates, (Cont'd.)**

(N)

5.14.5 Jacks and Wiring

Applies to inside wiring beyond the d-marc in a building, whether a new or existing structure.

	<u>Nonrecurring Charge</u>
Jacks and Wiring	
Initial Jack	\$170.00
Additional Jack	\$130.00

5.14.6 Premise Work Charge

Does not apply to maintenance or repair visits.

	<u>Nonrecurring Charge</u>
Premise Work Charge	
First Hour	\$368.00
Each Additional 30 Min.	\$90.00

5.14.7 Dual Service

Applies when local phone service is being transferred to a new location and the customer requests that service be operating at both locations for a temporary period.

	<u>Nonrecurring Charge</u>
Dual Service	\$48.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZI0903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.15 T-1 Service Maximum Rates**

(N)

5.15.1 Customer Premise - Site Visit

Installation of API supplied equipment at customer site, includes testing, activation, and tune-up when applicable.

	<u>Nonrecurring Charge</u>
Customer Premise Visit	
Initial 2 Hours	\$450.00
Additional hour	\$180.00

5.15.2 T-1 Change Fee

Changes to existing T-1 service which includes reconfiguration, adding new service to existing T-1, disconnects to the T-1. This fee is per request.

	<u>Nonrecurring Charge</u>
T-1 Change Fee	\$300.00

5.15.3 T-1 Feature Change

Applies to adding, removing or modifying features. It does not include charges for additional service being ordered.

	<u>Nonrecurring Charge</u>
T-1 Feature Change Fee	\$50.00

5.15.4 Order Modification Fee (pre-FOC)

Applies to customer requests to modify an order that is in process prior to an FOC being delivered.

	<u>Nonrecurring Charge</u>
Order Modification Fee (pre-FOC)	\$200.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by: Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.15 T-1 Service Maximum Rates, (Cont'd.)**

(N)

5.15.5 Order Modification Fee (post-FOC)

Applies to customer requests to modify an order that is in process after an FOC has been delivered.

	<u>Nonrecurring Charge</u>
Order Modification Fee (post FOC)	\$500.00

5.15.6 Order Cancellation Fee (post-FOC)

Applies to customer requests to cancel an order that is in process after an FOC has been delivered.

	<u>Nonrecurring Charge</u>
Order Cancellation Fee (post FOC)	\$1000.00

5.16.7 After Hours Activation

Applies when customer requests to activate or turn-up a T-1 outside of normal business hours of 8:00 am to 5:00 pm. This service charge applies per T-1 circuit and is available during 6:30 am to 8:00 am and 5:00 pm to 7:00 pm local time.

	<u>Nonrecurring Charge</u>
After Hour Activation	\$500.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZI0903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.16 Common Charges Maximum Rates**

(N)

5.16.1 Maintenance Work Charge

Premise visit that requires maintenance or service.

	<u>Nonrecurring Charge</u>
Maintenance Work Charge	
First Hour	\$268.00
Additional hour	\$180.00

5.16.2 Inside Wiring Voice/Data service - Option 1

Installation of inside wiring for a voice/data solution requires CAT 5e PVC cable. This fee includes a visit charge and jack termination with cable up to 300 ft.

	<u>Nonrecurring Charge</u>
Inside Wiring Voice/Data Option 1	\$400.00

5.16.3 Inside Wiring Voice/Data service - Option 2

Installation of inside wiring for a voice/data solution requires CAT 5e Plenum cable. This fee includes a visit charge and jack termination with cable up to 300 ft.

	<u>Nonrecurring Charge</u>
Inside Wiring Voice/Data Option 2	\$490.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

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Cary, North Carolina 27518

AZ10903

SECTION 5 – MISCELLANEOUS RATES, (CONT'D.)**5.16 Common Charges Maximum Rates, (Cont'd.)**

(N)

5.16.4 D-MARC Extension Voice/Data Service

Up to 300 ft, d-marc extension using CAT 5e Plenum cable with jack termination, includes site visit.

D-Marc Extension Voice/Data

Nonrecurring Charge

\$750.00

5.16.5 Missed Appointment Fee

When customer is not present to receive installation or other work related to a service order that results in a premise visit.

Missed Appointment Fee

Nonrecurring Charge

\$300.00

5.16.6 Customer Premise Site Survey (per location)

Applies with a premise visit occurs in order to conduct a visual inspection of the facility, gather and record information necessary to complete design of customer solution.

Customer Premise Site Survey

Nonrecurring Charge

\$450.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
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Cary, North Carolina 27518

AZ10903

SECTION 6 – CURRENT RATES**6.1 Flat Rate Local Exchange Service**

	<u>Business</u>	<u>Residential</u>
Monthly Rate		
Initial Line	\$30.40	\$13.18
Additional Line	\$30.40	\$10.00

6.2 PBX Trunk Charges

	<u>Non Recurring</u>	<u>Monthly</u>
2-Way	\$65.00	\$39.00
2-Way, 4 wire with E+M signaling, DID, and Hunting	\$75.00	\$74.00
1-Way outgoing only	\$65.00	\$39.00
1-Way ingoing only	\$65.00	\$39.00
1-Way ingoing with hunting for DID	\$75.00	\$44.00
TTT-LD Terminal	\$150.00	\$20.00

(D)

(D)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
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Cary, North Carolina 27518

AZ10903

SECTION 6 – CURRENT RATES, (CONT'D.)

6.3 QPoint

6.3.1 Monthly Service Fee per Line: QPoint Basic

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$29.00	\$29.00	\$37.00
1 Year	\$26.00	\$26.00	\$34.00
2 Years	\$25.00	\$25.00	\$33.00
3 Years	\$24.00	\$24.00	\$32.00

6.3.2 Monthly Service Fee per Line: QPoint Complete

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$46.00	\$46.00	\$55.00
1 Year	\$43.00	\$43.00	\$52.00
2 Years	\$42.00	\$42.00	\$51.00
3 Years	\$41.00	\$41.00	\$50.00

6.3.3 Usage Rates per Minute

	<u>Local</u>
Basic	Included
Complete	Included

6.3.4 Features

(A) Complimentary Features - No Charge

Toll Blocking:

700 Block
900/976 Block
Collect Call Blocking
Directory Assistance Blocking
International Call Blocking
Operator Assisted Call Blocking

Denial of Use:

Block Caller ID
Deny Call Return
Deny Call Trace
Deny Repeat Dial

(N)

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZI0903

SECTION 6 – CURRENT RATES, (CONT'D.)**6.3 QPoint, (Cont'd.)****6.3.4 Features, (Cont'd.)****(B) Star Features - \$1.00 per occurrence**

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(C) Standard Features - \$3.50 monthly fee per feature, per line

Anonymous Call Rejection

Call Block

Call Forwarding Variable

Call Forwarding Variable Multi-Path

Call Forwarding Busy Line

Call Forwarding Busy Line Multi-Path

Call Forwarding Don't Answer

Call Return

Call Waiting

Remote Activation of Call Forwarding

Repeat Dialing

Selective Call Acceptance

Selective Call Forwarding

Selective Call Rejection

Selective Call Ring

Speed Dialing - 8 Number

Speed Dialing - 30 Number

Three Way Calling

(D) Deluxe Feature - \$4.50 monthly fee per additional feature, per line

Caller ID - Number only

Distinctive Ring - 1 Telephone Number

Distinctive Ring - 2 Telephone Numbers

Enhanced Caller ID - Caller ID with Name, Number and ACR

Hunting

(E) Unlimited Feature Package - Choose any Feature

Monthly Fee per Line

\$10.00

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 6 – CURRENT RATES, (CONT'D.)

6.4 QPoint PBX

6.4.1 Monthly Service Fee per Line: QPoint PBX Basic

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$30.00	\$30.00	\$39.00
1 Year	\$27.00	\$27.00	\$36.00
2 Years	\$26.00	\$26.00	\$35.00
3 Years	\$25.00	\$25.00	\$34.00

6.4.2 Monthly Service Fee per Line: QPoint PBX Complete

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$47.00	\$47.00	\$57.00
1 Year	\$44.00	\$44.00	\$54.00
2 Years	\$43.00	\$43.00	\$53.00
3 Years	\$42.00	\$42.00	\$52.00

6.4.3 Usage Rates per Minute

	<u>Local</u>
Basic	Included
Complete	Included

6.4.4 Features

(A) Complimentary Features - No Charge

Toll Blocking:

700 Block
 900/976 Block
 Collect Call Blocking
 Directory Assistance Blocking
 International Call Blocking
 Operator Assisted Call Blocking

Denial of Use:

Block Caller ID
 Deny Call Return
 Deny Call Trace
 Deny Repeat Dial

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
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AZ10903

SECTION 6 – CURRENT RATES, (CONT'D.)**6.4 QPoint PBX, (Cont'd.)****6.4.4 Features, (Cont'd.)****(B) Star Features - \$1.00 per occurrence**

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(C) Standard Features - \$3.50 monthly fee per feature, per line

Anonymous Call Rejection

Call Block

Call Forwarding Variable

Call Forwarding Variable Multi-Path

Call Forwarding Busy Line

Call Forwarding Busy Line Multi-Path

Call Forwarding Don't Answer

Call Return

Call Waiting

Remote Activation of Call Forwarding

Repeat Dialing

Selective Call Acceptance

Selective Call Forwarding

Selective Call Rejection

Selective Call Ring

Speed Dialing - 8 Number

Speed Dialing - 30 Number

Three Way Calling

(D) Deluxe Features - \$4.50 monthly fee per feature, per line

Caller ID - Number Only

Distinctive Ring - 1 Telephone Number

Distinctive Ring - 2 Telephone Numbers

Enhanced Caller ID - Caller ID with Name, Number and ACR

Hunting

(E) DIDs

Monthly Fee per DID

\$0.20

(F) Unlimited Feature Package

Monthly Fee per Line

\$10.00

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
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AZ10903

SECTION 6 – CURRENT RATES, (CONT'D.)

6.5 QPoint Centrex

6.5.1 Monthly Service Fee per Line: QPoint Centrex Basic

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$30.00	\$30.00	\$39.00
1 Year	\$27.00	\$27.00	\$36.00
2 Years	\$26.00	\$26.00	\$35.00
3 Years	\$25.00	\$25.00	\$34.00

6.5.2 Monthly Service Fee per Line: QPoint Centrex Complete

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$47.00	\$47.00	\$57.00
1 Year	\$44.00	\$44.00	\$54.00
2 Years	\$43.00	\$43.00	\$53.00
3 Years	\$42.00	\$42.00	\$52.00

6.5.3 Usage Rates per Minute

	<u>Local</u>
Basic	Included
Complete	Included

6.5.4 Features

(A) Complimentary Features - No Charge

<u>Toll Blocking:</u>	<u>Denial of Use:</u>
700 Block	Block Caller ID
900/976 Block	Deny Call Return
Collect Call Blocking	Deny Call Trace
Directory Assistance Blocking	Deny Repeat Dial
International Call Blocking	
Operator Assisted Call Blocking	

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
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AZ10903

SECTION 6 – CURRENT RATES, (CONT'D.)
6.5 QPoint Centrex, (Cont'd.)**6.5.4 Features, (Cont'd.)****(B) Star Features - \$1.00 per occurrence**

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(C) Standard Features - \$3.50 monthly fee per feature, per line

Anonymous Call Rejection

Call Block

Call Forwarding Variable

Call Forwarding Variable Multi-Path

Call Forwarding Busy Line

Call Forwarding Busy Line Multi-Path

Call Forwarding Don't Answer

Call Return

Call Waiting

Remote Activation of Call Forwarding

Repeat Dialing

Selective Call Acceptance

Selective Call Forwarding

Selective Call Rejection

Selective Call Ring

Speed Dialing - 8 Number

Speed Dialing - 30 Number

Three Way Calling

(D) Deluxe Features - \$4.50 monthly fee per feature, per line

Caller ID - Number Only

Distinctive Ring - 1 Telephone Number

Distinctive Ring - 2 Telephone Numbers

Enhanced Caller ID - Caller ID with Name, Number and ACR

Hunting

(E) Unlimited Feature Package - Choose any features

Monthly Fee per Line

\$10.00

 Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
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AZ10903

SECTION 6 – CURRENT RATES, (CONT'D.)

6.6 SinglePoint

6.6.1 Monthly Service Fees

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 1	\$392	\$356	\$339	\$320
Tier 2	\$428	\$389	\$370	\$350
Tier 3	\$465	\$423	\$402	\$380
Tier 4	\$514	\$467	\$444	\$420
Tier 5	\$550	\$500	\$475	\$450
Tier 6	\$587	\$534	\$508	\$480
Tier 7	\$624	\$567	\$539	\$510
Tier 8	\$660	\$600	\$570	\$540
Tier 9	\$710	\$645	\$613	\$580
Tier 10	\$746	\$678	\$645	\$610
Tier 11	\$783	\$712	\$677	\$640
Tier 12	\$820	\$745	\$708	\$670
Tier 13	\$868	\$789	\$750	\$710
Tier 14	\$917	\$834	\$793	\$750
Tier 15	\$966	\$878	\$835	\$790
Tier 16	\$1015	\$923	\$877	\$830
Tier 17	\$1064	\$967	\$919	\$870
Tier 18	\$1113	\$1012	\$962	\$910
Tier 19	\$1162	\$1056	\$1004	\$950
Tier 20	\$1210	\$1100	\$1045	\$990

6.6.2 Additional Voice Channels

Monthly Service Fee per Voice Channel		
<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
\$29.95	\$27.95	\$25.95

(N)

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
 Access Point, Inc.
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 Cary, North Carolina 27518

AZI0903

SECTION 6 – CURRENT RATES, (CONT'D.)**6.6 SinglePoint, (Cont'd.)****6.6.3 Installation Fee**

Installation Fee 1 Year	\$750.00
Installation Fee 2 Years	\$500.00
Installation Fee 3 Years	\$0.00

6.6.4 Features**(A) Toll Free and DID charges**

First 20 DIDs	Included
Additional DIDs	\$0.20 per number monthly

(B) Features - No Charge

Call Block	Caller ID
900/976 Block	Call Forwarding
Caller ID Blocking	Call Return
Call Trace	Call Transfer
Call Waiting	Hunting
Message Waiting Audible Indicator	Repeat Dialing
Speed Dialing	Three Way Calling

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
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Cary, North Carolina 27518

AZ10903

SECTION 6 – CURRENT RATES, (CONT'D.)**6.7 Primary Access****6.7.1 Usage Packages****(A) Option 1 - Domestic and Toll Free Measured Usage Rates**

<u>Monthly</u>	<u>Local Usage</u>	<u>IntraLATA Usage</u>
Included	\$0.015 per minute	\$0.029 per minute

(B) Option 2 - Domestic and Toll Free Bundled Usage Rates

<u>Monthly</u>	<u>Local Usage</u>	<u>IntraLATA Usage</u>
\$100	15,000 Minute Included \$0.010 per add'l minute	5,000 Minutes Included \$0.029 per add'l minute

(C) Option 3 - Domestic and Toll Free Flat Usage Rates

<u>Monthly</u>	<u>Local Usage</u>	<u>IntraLATA Usage</u>
\$225	Included	Included

(N)

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
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Cary, North Carolina 27518

AZI0903

SECTION 6 – CURRENT RATES, (CONT'D.)

6.7 Primary Access, (Cont'd.)

6.7.2 T-1 Monthly Service Fee

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 1	\$410	\$373	\$350	\$325
Tier 2	\$453	\$412	\$387	\$360
Tier 3	\$495	\$450	\$423	\$395
Tier 4	\$538	\$489	\$460	\$430
Tier 5	\$581	\$528	\$497	\$465
Tier 6	\$624	\$567	\$534	\$500
Tier 7	\$667	\$606	\$571	\$535
Tier 8	\$710	\$645	\$608	\$570
Tier 9	\$752	\$684	\$645	\$605
Tier 10	\$795	\$723	\$682	\$640
Tier 11	\$838	\$762	\$719	\$675
Tier 12	\$880	\$800	\$755	\$710
Tier 13	\$923	\$839	\$793	\$745
Tier 14	\$966	\$878	\$830	\$780
Tier 15	\$1009	\$917	\$867	\$815
Tier 16	\$1052	\$956	\$904	\$850
Tier 17	\$1095	\$995	\$941	\$885
Tier 18	\$1137	\$1034	\$978	\$920
Tier 19	\$1180	\$1073	\$1015	\$955
Tier 20	\$1223	\$1112	\$1052	\$990
Tier 21	\$1265	\$1150	\$1088	\$1025
Tier 22	\$1308	\$1189	\$1125	\$1060
Tier 23	\$1351	\$1228	\$1162	\$1095
Tier 24	\$1394	\$1267	\$1199	\$1130

(N)

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Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
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AZI0903

SECTION 6 – CURRENT RATES, (CONT'D.)**6.7 Primary Access, (Cont'd.)****6.7.2 T-1 Monthly Service Fee, (Cont'd.)**

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 25	\$1437	\$1306	\$1236	\$1165
Tier 26	\$1480	\$1345	\$1273	\$1200
Tier 27	\$1522	\$1384	\$1310	\$1235
Tier 28	\$1565	\$1423	\$1347	\$1270
Tier 29	\$1608	\$1462	\$1384	\$1305
Tier 30	\$1650	\$1500	\$1420	\$1340
Tier 31	\$1693	\$1539	\$1458	\$1375
Tier 32	\$1736	\$1578	\$1495	\$1410
Tier 33	\$1779	\$1617	\$1532	\$1445
Tier 34	\$1822	\$1656	\$1569	\$1480
Tier 35	\$1865	\$1695	\$1606	\$1515

6.7.3 Features

First 20 DIDs	Included
Additional DIDs	\$0.20 per number per month
Caller ID and Number	\$25.00 per month
Direct Trunk Overflow	\$50.00 per path

6.7.4 Installation Charges

Installation Fee 1 Year Term	\$750.00
Installation Fee 2 Year Term	\$500.00
Installation Fee 3 Year Term	\$0.00

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
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Cary, North Carolina 27518

AZ10903

SECTION 6 – CURRENT RATES, (CONT'D.)**6.8 VPoint****6.8.1 Monthly Service Fee per Line: VPoint Basic Zone 4**

Month to Month	\$53.00
1 Year	\$50.00
2 Years	\$49.00
3 Years	\$48.00

6.8.2 Usage Rates per Minute

	<u>Local</u>
Basic	Included

6.8.3 Features**(A) Complimentary Features - No Charge**Toll Blocking:

700 Block
900/976 Block
Collect Call Blocking
Directory Assistance Blocking
International Call Blocking
Operator Assisted Call Blocking

Denial of Use:

Block Caller ID
Deny Call Return
Deny Call Trace
Deny Repeat Dial

Other:

Hunting

(N)

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 6 – CURRENT RATES, (CONT'D.)**6.8 VPoint, (Cont'd.)****6.8.3 Features, (Cont'd.)****(B) Star Features - \$1.00 per occurrence**

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(C) Standard Features - \$3.50 monthly fee per feature, per line

Anonymous Call Rejection

Call Block

Call Forwarding Variable

Call Forwarding Variable Multi-Path

Call Forwarding Busy Line

Call Forwarding Busy Line Multi-Path

Call Forwarding Don't Answer

Call Return

Call Waiting

Remote Activation of Call Forwarding

Repeat Dialing

Selective Call Forwarding

Speed Dialing - 8 Number

Speed Dialing - 30 Number

Three Way Calling

(D) Deluxe Features - \$4.50 monthly fee per feature, per line

Caller ID - Name and Number

Distinctive Ring - 1 Telephone Number

Distinctive Ring - 2 Telephone Numbers

Enhanced Caller ID

(E) Unlimited Feature Package - Choose any Features

Monthly Fee per Line

\$15.00

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
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Cary, North Carolina 27518

AZ10903

SECTION 6 – CURRENT RATES, (CONT'D.)**6.9 VPoint PBX****6.9.1 Monthly Service Fee per Line: VPoint PBX Basic Zone 4**

Month to Month	\$53.00
1 Year	\$50.00
2 Years	\$49.00
3 Years	\$48.00

6.9.2 Usage Rates per Minute

	<u>Local</u>
Basic	Included

6.9.3 Features**(A) Complimentary Features - No Charge**

<u>Toll Blocking:</u>	<u>Denial of Use:</u>
700 Block	Block Caller ID
900/976 Block	Deny Call Return
Collect Call Blocking	Deny Call Trace
Directory Assistance Blocking	Deny Repeat Dial
International Call Blocking	<u>Other:</u>
Operator Assisted Call Blocking	Hunting

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

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Cary, North Carolina 27518

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SECTION 6 – CURRENT RATES, (CONT'D.)**6.9 VPoint PBX, (Cont'd.)****6.9.3 Features, (Cont'd.)****(B) Star Features - \$1.00 per occurrence****57 Call Trace***69 Call Return***66 Busy Redial***60 Call Back (*80 deactivate)*

These features are also available on a monthly subscription basis as a Standard Feature.

(C) Standard Features - \$3.50 monthly fee per feature, per line*Anonymous Call Rejection**Call Block**Call Forwarding Variable**Call Forwarding Variable Multi-Path**Call Forwarding Busy Line**Call Forwarding Busy Line Multi-Path**Call Forwarding Don't Answer**Call Return**Call Waiting**Remote Activation of Call Forwarding**Repeat Dialing**Selective Call Forwarding**Speed Dialing - 8 Number**Speed Dialing - 30 Number**Three Way Calling***(D) Deluxe Features - \$4.50 monthly fee per feature, per line***Caller ID - Name and Number**Distinctive Ring - 1 Telephone Number**Distinctive Ring - 2 Telephone Numbers**Enhanced Caller ID***(E) Unlimited Feature Package - Choose any Features***Monthly Fee per Line**\$15.00***(F) DID Service***Monthly Fee per DID**\$0.20*

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
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Cary, North Carolina 27518

AZ10903

SECTION 6 – CURRENT RATES, (CONT'D.)**6.10 VPoint Centrex****6.10.1 Monthly Service Fee per Line: VPoint Centrex Basic Zone 4**

Month to Month	\$53.00
1 Year	\$50.00
2 Years	\$49.00
3 Years	\$48.00

6.10.2 Usage Rates per Minute

	<u>Local</u>
Basic	Included

6.10.3 Features**(A) Complimentary Features - No Charge**Toll Blocking:

700 Block
900/976 Block
Collect Call Blocking
Directory Assistance Blocking
International Call Blocking
Operator Assisted Call Blocking

Denial of Use:

Block Caller ID
Deny Call Return
Deny Call Trace
Deny Repeat Dial

Other:

Hunting

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903

SECTION 6 – CURRENT RATES, (CONT'D.)**6.10 VPoint Centrex, (Cont'd.)****6.10.3 Features, (Cont'd.)****(B) Star Features - \$1.00 per occurrence**

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Back (*80 deactivate)

These features are also available on a monthly subscription basis as a Standard Feature.

(C) Standard Features - \$3.50 monthly fee per feature, per line

Anonymous Call Rejection

Call Block

Call Forwarding Variable

Call Forwarding Variable Multi-Path

Call Forwarding Busy Line

Call Forwarding Busy Line Multi-Path

Call Forwarding Don't Answer

Call Return

Call Waiting

Remote Activation of Call Forwarding

Repeat Dialing

Selective Call Forwarding

Speed Dialing - 8 Number

Speed Dialing - 30 Number

Three Way Calling

(D) Deluxe Features - \$4.50 monthly fee per feature, per line

Caller ID - Name and Number

Distinctive Ring - 1 Telephone Number

Distinctive Ring - 2 Telephone Numbers

Enhanced Caller ID

(E) Unlimited Feature Package - Choose any Features

Monthly Fee per Line

\$15.00

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

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AZI0903

SECTION 6 – CURRENT RATES, (CONT'D.)**6.11 Directory Listings**

	<u>Residential</u>	<u>Business</u>
<u>Directory Listings</u>	<u>MRC</u>	<u>MRC</u>
Additional Listing (Per Listing)	\$1.50	\$3.80
Non-Listed Number (Per Number)	\$1.85	\$1.85
Non-Published Number (Per Number)	\$2.35	\$2.35

6.12 Directory Assistance**6.12.1 Basic Directory Assistance**

Local Directory Assistance	Per query
Direct dialed	\$1.15
Via operator	\$1.15

6.12.2 Directory Assistance Call Completion

Per completed call	\$0.50
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(N)

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

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AZI0903

SECTION 6 – CURRENT RATES, (CONT'D.)**6.13 Restoration of Service**

	Residence	Business
Per occasion, per line	\$25.00 (I)	\$25.00 (I)

6.14 Public Telephone Surcharge

Rate Per Call:	\$0.60
----------------	--------

6.15 Local Operator Service**Calling Card**

Customer Dialed	\$3.50
-----------------	--------

Operator Handled	\$3.95
------------------	--------

Station-to-Station, Collect, Third Party Billed

Automated	\$3.50
-----------	--------

Operator Handled	\$3.95
------------------	--------

Person-to-Person	\$6.50
------------------	--------

6.16 Busy Line Verification and Emergency Interrupt Service

	Per request
Busy Line Verification	\$2.50
Emergency Interrupt	\$5.00

(N)

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
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AZI0903

SECTION 6 – CURRENT RATES, (CONT'D.)**6.17 Carrier Presubscription**

Per business or residence line, trunk, or port (Nonrecurring)	\$15.00
Customers who do not choose a Long distance carrier	\$3.95

(N)

6.18 Credit Card Convenience Fee

Credit Card Convenience Fees:	Monthly Fee
\$100 & below	\$1.95
\$101 - \$200	\$3.00
\$201 - \$300	\$6.00
\$301 - \$400	\$9.00
\$401 - \$500	\$12.00
\$501 - \$600	\$15.00
\$601 - \$700	\$18.00
\$701 - \$800	\$21.00
\$801 - \$900	\$24.00
\$901 - \$999	\$27.00
\$1000 & above	Multiply charge amount by .03
Example: \$1000 X .03 = \$30.00	

6.19 Temporary Service Suspension Fee

Customers who are delinquent in the billing, and service is suspended for non-payment.

	Recurring Charge	Non Recurring Charge
Charge:	\$10.00	\$15.00

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
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AZ10903

SECTION 6 – CURRENT RATES, (CONT'D.)**6.20 Custom Billing Reports****6.20.1 Custom Billing Services - Monthly**

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Custom Billing Services	\$10.00	\$75.00

6.20.2 Billing Report Changes

	<u>Nonrecurring Charge</u>
Billing Report Changes	\$25.00

6.20.3 Bill Image CD Copy

	<u>Monthly Recurring Charge</u>
Bill Image CD Copy	\$20.00

6.20.4 Call Detail CD Copy

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Call Detail CD Copy	\$20.00	\$10.00

6.20.5 Call Detail E-Mail File

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Call Detail E-Mail File	\$5.00	\$20.00

(N)

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
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SECTION 6 – CURRENT RATES, (CONT'D.)

6.21 POTS Service

6.21.1 New Line Install

	<u>Nonrecurring Charge</u>
New Line Install	
Initial Line	\$95.00
Additional Line	\$36.00

6.21.2 Change Fee

	<u>Nonrecurring Charge</u>
Change Fee	\$20.00

6.21.3 Traffic Study

	<u>Nonrecurring Charge</u>
Traffic Study	\$50.00

6.21.4 Busy Line Verification

	<u>Nonrecurring Charge</u>
Busy Line Verification	\$7.50

(N)

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

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Access Point, Inc.
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Cary, North Carolina 27518

AZ10903

SECTION 6 – CURRENT RATES, (CONT'D.)**6.21 POTS Service, (Cont'd.)****6.21.5 Jacks and Wiring**

	<u>Nonrecurring Charge</u>
Jacks and Wiring	
Initial Jack	\$85.00
Additional Jack	\$65.00

6.21.6 Premise Work Charge

	<u>Nonrecurring Charge</u>
Premise Work Charge	
First Hour	\$184.00
Each Additional 30 Min.	\$45.00

6.21.7 Dual Service

	<u>Nonrecurring Charge</u>
Dual Service	\$24.00

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
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Cary, North Carolina 27518

AZ10903

SECTION 6 – CURRENT RATES, (CONT'D.)**6.22 T-1 Service****6.22.1 Customer Premise - Site Visit**

	<u>Nonrecurring Charge</u>
Customer Premise Visit	
Initial 2 Hours	\$225.00
Additional hour	\$90.00

6.22.2 T-1 Change Fee

	<u>Nonrecurring Charge</u>
T-1 Change Fee	\$150.00

6.22.3 T-1 Feature Change

	<u>Nonrecurring Charge</u>
T-1 Feature Change Fee	\$25.00

6.22.4 Order Modification Fee (pre-FOC)

	<u>Nonrecurring Charge</u>
Order Modification Fee (pre-FOC)	\$100.00

(N)

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
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Cary, North Carolina 27518

AZI0903

SECTION 6 – CURRENT RATES, (CONT'D.)

6.22 T-1 Service, (Cont'd.)

6.22.5 Order Modification Fee (post-FOC)

	<u>Nonrecurring Charge</u>
Order Modification Fee (post FOC)	\$250.00

6.22.6 Order Cancellation Fee (post-FOC)

	<u>Nonrecurring Charge</u>
Order Cancellation Fee (post FOC)	\$495.00

6.22.7 After Hours Activation

	<u>Nonrecurring Charge</u>
After Hour Activation	\$250.00

(N)

(N)

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

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AZI0903

SECTION 6 – CURRENT RATES, (CONT'D.)**6.23 Common Charges****6.23.1 Maintenance Work Charge**

	<u>Nonrecurring Charge</u>
Maintenance Work Charge	
First Hour	\$184.00
Additional hour	\$90.00

6.23.2 Inside Wiring Voice/Data service - Option 1

	<u>Nonrecurring Charge</u>
Inside Wiring Voice Data Option 1	\$200.00

6.23.3 Inside Wiring Voice/Data service - Option 2

	<u>Nonrecurring Charge</u>
Inside Wiring Voice Data Option 2	\$245.00

6.23.4 D-MARC Extension Voice/Data Service

	<u>Nonrecurring Charge</u>
D-Marc Extension Voice/Data	\$375.00

6.23.5 Missed Appointment Fee

	<u>Nonrecurring Charge</u>
Missed Appointment Fee	\$150.00

6.23.6 Customer Premise Site Survey (per location)

	<u>Nonrecurring Charge</u>
Customer Premise Site Survey	\$225.00

Issued: November 10, 2009

Effective: December 10, 2009

Issued by:

Jason Brown, Regulatory Affairs
Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

AZ10903